

## Boucher Brings 255 New Technology Based Jobs to the Twin Counties Region (January 8, 2007)

Statement of Congressman Rick Boucher

### SHOWCASING SOUTHWEST VIRGINIA BRINGS 255 NEW JOBS TO THE TWIN COUNTIES

January 8, 2007

Crossroads Institute, Galax, Virginia

This morning I take great pleasure in announcing the arrival of 255 new jobs that will offer an outstanding employment opportunity for the citizens of the Blue Ridge Crossroads Region - Carroll and Grayson Counties and the City of Galax. The new jobs will be located here at the Crossroads Institute.

Today's announcement marks another landmark success for my Showcasing Southwest Virginia Program and for local officials in the three localities. It is further proof of the ability of this region to attract top-tier companies providing 21st Century jobs for the area's residents.

Today we welcome as the region's newest corporate citizen Results Global Services and the client for whom it will be providing services, XM Satellite Radio.

The work leading to the success we're marking today began 5 years ago in 2001, when I initiated conversations with XM Satellite Radio, one of two companies nationwide that provide broadcast radio programming via satellite, about the possibility of meeting XM's future needs for customer service here in Southwest Virginia. The company was just beginning to experience rapid growth in its customer base, and the time was approaching when there would be a need to increase customer service capacity.

Over the next 2 years, I hosted XM corporate officials for several tours of my Congressional District to demonstrate the assets our region has to offer. With the assistance of local and state government personnel, we showcased various communities and facilities, and we presented information on our outstanding educational and workforce assets and on Virginia's attractive business climate. Ultimately, instead of opening its own call center, XM decided to focus on its core business -- entertainment programming-- and to allow a company with expertise in customer service to handle its customer service needs.

The Florida-based business chosen to handle customer service for XM is The Results Companies. The corporate executives from XM who had visited our area were so impressed with Southwest Virginia that they suggested that Results consider our region for the placement of customer service centers.

Conversations between my office and Robert Rapp , President of Results, about the potential for the company to place customer service jobs in the Ninth District then began in 2004 . Since that time, Becky Coleman, my Chief of Staff, has hosted numerous visits to Grayson and Carroll Counties, the City of Galax and many other Ninth District localities for Results affiliated companies, including Results Global Services.

Results has Fortune 500 clients in the telecommunications, insurance and financial sectors such as JP Morgan Chase, Motorola, General Electric and Aon and is rated among the top ten companies in the financial services sector of the teleservices industry. Results has a business model which is well suited to the unique qualities of our region. The company prefers to operate small call centers in rural low cost areas of the nation. The company's needs and Southwest Virginia's assets are, in fact, a perfect match.

Since the discussions between my office and Results began three years ago, we have opened three Results affiliated customer service centers in the Ninth District. In August of 2005, we opened a center in Pennington Gap in Lee County that now employs 175 people with plans for it to grow to 225. In March of 2006, we officially opened a Results call center in Duffield in Scott County that employs another 175 individuals. And in August of 2006, we announced a new Results Center in Stuart in Patrick County that has grown to more than 180 employees and expects to reach an employment of 215 within the next several months.

The Duffield and Stuart Results centers are owned and operated by Alec Brecker and Matt Charles, with whom we have worked closely during the past two years to identify suitable localities in which to place facilities. We hosted Matt and Alec for a series of tours of communities throughout Southwest Virginia last year and encouraged them to look closely at the Twin Counties area.

Our efforts have once again been successful. Today we are announcing the addition of a forth Results center to our growing network of Results centers in the Ninth District. The new center will be located here at the Crossroads Institute, ideally situated in Galax with access to the outstanding labor force available in the Blue Ridge Crossroads region. 9,500 square feet of unfinished space in this building will be built out for occupancy by the Company. This is another instance in which the Crossroads Institute has been demonstrated to be an outstanding job producing asset for the entire region and a wise investment of federal and state dollars.

With this announcement we have come full circle since our efforts to recruit XM Satellite Radio to Southwest Virginia began in 2001. Located in Galax within driving distance of XM's headquarters in Washington, DC., the Results-Crossroads Center with its attractive, high-tech appearance ,will serve as the flagship call center for XM , and its executives will bring their corporate clients to Galax to demonstrate the efficiency of the call center operation and the excellent performance of the customer service representatives.

For its Galax Center, Results is seeking individuals with computer skills and an associates or high school degree to fill 225 customer service positions taking calls related to billing inquiries and subscription activations from XM subscribers nationwide. The company will offer these customer service representatives a competitive wage, major medical and dental benefits and paid vacation. An additional 30 management positions , including trainers, program managers, information technology specialists, administrative personnel and the center director will also be hired at salaries up to \$100,000 annually, plus benefits.

These jobs provide a compelling employment opportunity. Advertising for these jobs begins today, and training of the first 50 employees will begin February 1. I urge job seekers in the Blue Ridge Crossroads Region and the surrounding counties who are interested in applying for these positions to contact the Galax VEC office at 276 236-5105 or to attend the job fair to be held at the Crossroads Institute on Jan 16 from 9 AM to 9 PM and on January 17 from 9 AM to 5 PM.

As of today we have announced the creation of a total of more than 800 jobs in Lee, Scott, and Patrick Counties and the City of Galax through my office's work with the Results Companies. I look forward to our continued long term partnership as we site additional call centers in the Results Network in Southwest Virginia.

Our success today stems from a cooperative regional effort on the part of Carroll and Grayson Counties and the City of Galax. With the able assistance of Carroll County Administrator Gary Larrowe, the Carroll IDA is taking the lead in completing the buildout of the 9,500 sq ft. and in leasing that space to Results. I want especially to thank Gary for recognizing that success in this instance hinged on making available to Results the one facility in the region irrespective of County and City boundaries that was best suited to meet the company's needs - the Crossroads Institute, and for facilitating the regional partnerships that made it possible to place the center here.

I also want to recognize and thank Mayor C.M. Mitchell and the Galax City Council, Vice Chairman Jeff Evans and the Carroll County Board of Supervisors and Chairman Ralph Tuggle and the Grayson County Board of Supervisors for their cooperation and support of the project. All three localities will reap the benefits of this success in terms of employment for local citizens and a substantial payroll invested in their communities.

The Tobacco Commission has agreed to make a significant contribution to this project in order to help defray the cost to the localities of preparing the facility, and I want to thank the Commission for its investment in jobs creation in this region. Because of activities in preparation for the General Assembly Session that begins this week, a representative of the Commission was not able to join us today, but Tom Elliott, Executive Director of Virginia's aCorridor, will bring greetings from the Commission shortly.

I also want to recognize Dr. Oliver McBride, Chairman, and the Board of the Crossroads Institute, as well as the Board of the Southwest Regional Enterprise Center for recognizing the value of this employment opportunity for citizens of the region and for agreeing to allow location of Results in this facility, and I would like to express my appreciation to Wytheville Community College for its support and assistance with the project.

I particularly want to express my appreciation to Lea Loftly, Project Manager with Virginia Workforce Services, for her excellent work assisting the company in the hiring and training of the new employees for this center and others throughout the Results Network in Virginia.

I also want to recognize and express my appreciation to Michael MacNeilly of the Virginia Economic Development Partnership and Tom Elliott, Director of Virginia's aCorridor, for their untiring efforts on behalf of economic development in our region.

Becky Coleman, my Chief of Staff, has devoted hundreds of hours to her work with The Results Companies over the past

5 years, including many trips to the Twin Counties with Results representatives, and I express my appreciation to her for her excellent work and for making this sterling success possible.

Finally, let me recognize and thank the key individuals whose confidence in our region and in our workforce has made this announcement possible: Alec Brecker, President of Results Global Services, and Matt Charles, Vice President of Operations. We appreciate your bringing these new jobs to the Blue Ridge Crossroads Region - Carroll, Galax and Grayson, and we pledge our full and ongoing support to assuring your success in Southwest Virginia.

To speak for the Blue Ridge Crossroads Region, I will shortly call on Galax Mayor C.M. Mitchell, Carroll Board of Supervisors Vice Chair Jeff Evans and Grayson Board of Supervisors Chair Ralph Tuggle who are our partners in economic development and outstanding representatives of the region.

They will be followed at the podium by Tom Elliott, who will make a presentation to them on behalf of the Tobacco Commission. He will be followed by Senator Roscoe Reynolds and Delegates Ward Armstrong and Bill Carrico. Finally, Matt Charles of Results will offer an in-depth explanation of this project and of the jobs being created.